



ADDITIONAL INFORMATION

14 April - 29 April 2025

WHAT TO BRING EACH DAY

Please ensure your child brings the following each day when attending in vacation care:

- Morning tea, lunch and afternoon tea (all foods must be nut-free as children with allergies may be present and please don't bring food that requires heating or cooking)
- Sun safe hat
- Plenty to drink (water is available at the Centre at all times)
- Suitable clothing for the daily activities

Consider bringing the following each day for your child:

- Additional food if your child gets very hungry
- An ice-brick in your child's lunch box to keep foods fresh
- Spending money on excursion days if permitted via the excursion information page
- A change of clothing and underclothing (particularly for younger children)
- Swimmers and towel in the summer months
- Sunscreen if you prefer your child to use their own

FOODS ON OFFER

Breakfast (low sugar cereal and milk) and afternoon tea (sandwich, fruit or similar) may be provided on parent request. Please let us know if you would like your child to have these meals (day-by-day basis is fine). The cost will be \$5 per child per occasion, charged via the fee direct debit system.

The following foods will be on offer as part of the activity or special event planned. Please let staff know if you need further information or have questions:

Thursday 24 April:

Sausage sizzle lunch - Sausage, bread roll or bread, tomato or bbq sauce, onions (we cater to children's individual dietary needs in accordance with enrolment information provided)

FEES AND HOW TO PAY

- All fees are charged via our direct debit system: iDebitPro, including excursions and any additional costs.
- All days booked are payable regardless of cancellation once the holiday period has begun. Prior to holiday commencement, we can accept cancellations with notice via email or parent portal message.
- All bookings can be made via the parent portal except late bookings (same day bookings and bookings for the following day if it is after 6pm). Please contact us directly to make late bookings or if you need assistance.
- Child Care Subsidy (CCS) is available and provides means-tested fees reduction for all eligible families. Register via your MyGov account.
- CCS is not payable for children's first and last days unless they physically attend the service.
- For information on our full fees, please visit our [FEES](#) page on our website.
- Children can bring money on excursion days if permitted via the excursion information page. Please advise and guide your child on their purchases beforehand as staff may not be able to view each child's purchase. We recommend no more than \$10 - \$15 spending money per child in most cases.

Ph: 02 4751 5215



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SERVICE DETAILS

- During the school holidays, we open from 7:00am - 6:30pm.
- Service address is 14 Raymond Road, Springwood 2777.
- Phone number: 02 4751 5215
- [Facebook/Tanderra00SH](#)
- Email: tanderra@sncc.org.au
- Website: tanderra.org.au

ABOUT EXCURSIONS & EVENTS..

- Most excursions will require all children to participate who are present on the day, however sometimes children can choose whether or not they attend an excursion if other children and staff will be remaining at the Centre. This usually applies to local excursions such as town wander, bushwalk or a visit to the library.
- Please ensure children arrive at least 30 mins prior to departure time on excursion days.
- Events may be cancelled, postponed or changed due to unforeseen circumstances. If possible, the event will be replaced by another event of similar value. Families will be advised of changes as soon as possible and children will only be taken on excursions with specific authorisation for that event.
- Children who are enrolled to start in kindergarten can attend vacation care from the January school holidays. Children commencing high school can attend in the January school holidays prior to starting year 7.
- A permission form must be signed by an authorised nominee for all children attending excursions. Forms are available on our website or we have paper versions at the service.

OTHER RELEVANT INFORMATION

- If you have any concerns or feedback you'd like to discuss with us, please contact Tanderra OOSH Co-ordinator on 4751 5215. Your feedback is important to us. If your concerns are unable to be resolved at this level, please see our [complaints policy](#) for further information on actions available.
- Please let us know if you have any questions about our service or this programme. More information is available on our website including policies, forms and other information.
- Children's electronic devices are permitted with parental permission. Please ensure you and your child read and sign the [technology agreement](#) first as there are important conditions of use.
- Please do not allow children to bring chewing gum, dangerous or violent toys that may not be appropriate for the group environment.
- The service takes no responsibility for any damage or loss of children's clothing or personal items.
- Tanderra OOSH is a not-for-profit service which aims to meet community-needs. We are auspiced by Springwood Neighbourhood Centre Co-operative Ltd.

14 Raymond Road, Springwood